

State of Delaware

Human Resource Certification



APPLICATION



Department of Human Resources

Statewide Training & Organization Development: Improving the Performance of State Government
Recipient of the Delaware Quality Award of Merit

PURPOSE

The State of Delaware's Human Resource Certification (HRC) program is designed to develop the knowledge, skills, and abilities of Human Resource (HR) practitioners and other State of Delaware employees who work to support the administration of human resource functions, within the State merit system. The program encourages HR professionals and employees assigned HR support duties to take on new roles that stress the importance of organizational vision, customer-focused practices, managerial flexibility and worker empowerment, while remaining true to the more traditional responsibilities associated with attracting, retaining, motivating, and compensating employees.

COMPETENCY BASED PROGRAM

The HRC program builds on eight core competencies necessary to be a successful HR professional.

Communication: The ability to effectively exchange information with stakeholders.

Ethical Practice: The ability to integrate core values, integrity and accountability throughout all organizational and business practices.

Business Acumen: The ability to understand and apply information to contribute to the organization's strategic plan.

Leadership & Navigation: The ability to direct and contribute to initiatives and processes within the organization.

Relationship Management: The ability to manage interactions to provide service and to support the organization.

HR Expertise (HR Knowledge): The knowledge of principles, practices and functions of effective human resource management.

Critical Evaluation: The ability to interpret information to make business decisions and recommendations.

Consultation: The ability to provide guidance to organizational stakeholders.

CURRICULUM

Required Courses: (All courses are one day unless marked otherwise)

- AA/EEO (Online)
- Classification 101
- Compensation Basics
- Conflict Resolution
- DEL Online Tutorial (Online)
- Diversity-Food for Thought
- Ethical Conduct in Government (1/2 day)
- Family and Medical Leave (FMLA)
- Fundamentals of Employment and Labor Relations Practices
- HR Basics (Online)
- Know Your State Government (Online)
- Personal Profile/Behavioral Styles (DiSC)
- PHRST Inquiry (*PHRST HR/Benefits or PHRST Payroll*)
- Principles of Quality: An Introduction
- Put It In Writing (3 days) (Fee \$100.00)
- Quality Service in the Public Sector
- Safety/Security/Workers' Compensation & Return to Work (2 days)
- Selection Interviewing Online Tutorial (Online)
- Sexual Harassment Prevention (Online)
- Statewide Benefits
- State Budget and Accounting
- The Merit Rules (Online)
- Understanding Deferred Compensation (½ day)
- Understanding the State Employees' Pension Plan
- Using the EAP as a Performance Improvement Resource (½ day)
- Workforce Planning
- Workplace Communication/Active Listening

For more information on course descriptions and program model, please visit our website: <https://dhr.delaware.gov/training/special/hrc/>

PROGRAM REQUIREMENTS

Eligibility/Admissions:

State of Delaware employees who are assigned to merit system HR positions and/or assigned work in the administration or support of merit system HR functions.

Participants interested in obtaining an HR Certification must submit a completed Human Resource Certification program application along with the written approval of the supervisor and agency management. For those interested in pursuing the HRC program, please submit a completed HRC program application during open enrollment (pages 5 & 6 below).

Commitment:

The responsibility for learning and development rests primarily with the employee, but it is also shared with management and the organization as a whole. There are approximately 216 hours of training. Time will be required to complete assessment exercises and experience requirement identified below under "Program Completion". While most courses are free, some require fees totaling approximately \$100.00.

Program Completion:

Applicants are expected to complete the program requirements within five years of being accepted into the program. Courses taken within five years prior to acceptance into the HRC program are eligible for evaluation and consideration for credit toward the certification.

Participants must maintain a rating of "meets expectations" or above on their most recent performance review and demonstrate the competencies by:

- Completing all required courses.
- Completing all course summary assessments to demonstrate knowledge has been gained to accomplish learning objectives.
- Completing case study exercises to demonstrate ability to apply required knowledge.
- Completing a written report to address required HR Experience, and the impact of the development of core competencies, on the participant, unit, division, and department.
- Completing an oral presentation before HRC Review Panel, and
- Satisfactorily performing professional human resource activities in a State of Delaware merit/merit comparable human resource office such as Labor Relations, Employee Relations, Benefits, Job Classification, Compensation Analysis, Pension, Recruitment, Selection or EEO/AA for at least one year satisfactorily, or at least two years satisfactorily performing State of Delaware merit/merit comparable system human resource support functions for an HR office.

*Note: State of Delaware merit/merit comparable system Human Resource support functions may include but are not limited to: reviewing HR transactions for accuracy and compliance with merit rules, federal guidelines and department procedures, preparing HR documents for processing, providing routine information to employees and applicants in an HR functional area, or preparing memos, letters and general correspondence to support a Delaware State merit/merit comparable HR office function.

BENEFITS OF THE CERTIFICATION

- Improves performance of participants, agencies, and state government.
- Aid to succession planning.
- Assists in the areas of HR professional development and self-improvement.
- Satisfies Knowledge requirements needed for career progression.
- Serves as an impartial endorsement of knowledge of the State's HR merit system.
- Graduates may be awarded up to 9 undergraduate credits through Wilmington University.

Disclaimer: Completion of the HRC Program does not guarantee selection or promotion in the hiring process.

Email Applications to Statewide_Training@Delaware.gov. Begin the subject line in your email with "HRC" to ensure your application will be routed to the proper email folder.

Statewide Human Resource Certification

APPLICATION FOR ADMISSION

CANDIDATE Information

(Use attachments if necessary)

Date: ____ / ____ / ____

Name: _____ Empl. ID _____

Position: _____ Internet Address: _____

Department/Division: _____

Work Address: _____

City/State/Zip: _____, _____ - _____ State Location Code: _____

Phone: _____ (____) _____ - _____ (DDS): _____

Supervisor and Title: _____

Supervisor's Address: _____

City/State/Zip: _____, _____ - _____ Supervisor's Phone: _____ (____) _____ - _____

GOALS

State your goals/objectives in seeking participation in the Human Resource Certification program and specify how this program will help you attain these goals.

Delaware State's Merit System human resource

duties: Please list your current primary Merit System HR/HR Support responsibilities/duties.

SUPERVISOR'S RECOMMENDATION:

Do you nominate this candidate for the HRC program? ☐ Yes ☐ No

Does this candidate currently meet or exceed performance expectations? ☐ Yes ☐ No

Do you agree to meet with this candidate to discuss what they learn from each course and to provide coaching? ☐ Yes ☐ No

Type Supervisor's Name: _____ Signature: _____

DIVISION DIRECTOR OR ABOVE ENDORSEMENT:

Do you recommend this candidate for the SDC program? ☐ Yes ☐ No

Type Name and Duty Title: _____ Signature: _____

For more information visit our website or contact the Statewide Training and Organization Development office at (302) 739-1990.

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